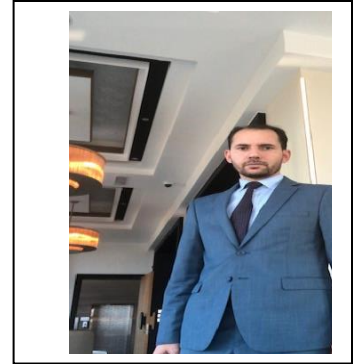


TALAL OWAIR

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CAREER OBJECTIVE

Through a progressive 9 years career ranging from various entries level positions to management roles, I have demonstrated a strong commitment to our industry and to my employer's goals. I bring with me excellent technical knowledge of Food and Beverage, an understanding of a wide variety of outlets, in-depth training from educational institutes and practical experiences, strong verbal and written communication skills, flexibility, creative thinking and a no surrender attitude.

My aim is to continue developing within a leading luxury property and to display a proven ability for encouraging, guiding, and motivating my teams toward the employer's goals and their personal successes. This is something I have done many times and was demonstrated in the consistent improvement of my departments' engagement scores. I enjoy the day-to-day work and engaging with guests and have a natural passion for food drink and the industry as a whole. As an accomplished team player, I strive to learn from others and always remain available and positive when assistance is required.

Skills & Attributes

- Fluent in English and native Arabic
- Over 22 years of experience in hospitality
- Hugely sales driven and skilled 'up seller'
- Effective management: delivering profit Centre profitability
- Loyal and dedicated employee
- A positive attitude even under pressure
- Vast food and beverage knowledge
- Highly professional and reliable individual
- Natural leader but also a team player
- Presentation Skills
- Relationship builder
- Emotional engagement
- Demonstrating solid time management, problem-solving skill and multitasking skills to excel within fast-paced, customer-facing environments
- Skilled 'people person' with a very customer service driven mindset

- Leadership skills of coaching, mentoring and motivation skills developing productive staff to propel restaurant success and achieve the highest level of customer service

WORK EXPERIENCE

Mawal restaurant at Radisson blue hotel Abu Dhabi

November –present

- Managing team of 25 employees – Team leaders, Waiters, Sommeliers and Bartenders
- Cultivated best practice guidelines by providing leadership and direction to employees
- Compiling reports for daily, weekly and monthly targets – WIGs, Heartbeat, Post Mortem, KPIs, Appraisals, COM nominations, IDPs, Menu engineering, Forecasting
- Interviewing colleagues
- Managing cost by monitoring sales mix, wastage, breakages on weekly and monthly basis's
- Dealing with complaints in a professional manner with a successful outcome in a very fast paced and busy environment
- Vast profile guest knowledge and recognition
- In charge on maintaining safe environment for guests and colleagues
- In charge in the department's training with 2 of the team leaders by conducting training on daily basis and preparing a monthly training calendar and monthly quiz.
- Successfully participating in Hotsos
- Replying to all positive and negative survey on Revinat and being in touch with the guest directly
- Implementing and maintaining all the LQA standards during the service.
- Consistently achieving high result in the IFH audits with 100%, internal and external LQA audits with above 96%
- Develop and maintain an elegantly appointed environment, with superior staff, dedicated to an attentive, distinctive experience for all dining periods.
- Part of HAACP Team looking after all the F&B departments.
- Control usage of all food and beverage items and appropriate usage of equipment, tools and service equipment

Al Dhafra group

Restaurant Manager

December 2020-December 2021

- Managing team of 30 employees – Team leaders, Waiters, Sommeliers and Bartenders
- Cultivated best practice guidelines by providing leadership and direction to employees
- Compiling reports for daily, weekly and monthly targets – WIGs, Heartbeat, Post Mortem, KPIs, Appraisals, COM nominations, IDPs, Menu engineering, Forecasting
- Interviewing colleagues
- Managing cost by monitoring sales mix, wastage, breakages on weekly and monthly basis's
- Dealing with complaints in a professional manner with a successful outcome in a very fast paced and busy environment
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Emirates Palace Hotel

September 2009 – August 2020

Emirati Restaurant (Mezlai) 2 years All Dining Restaurant (le Vendome)

- Managing team of 45 employees – Team leaders, Waiters, Sommeliers and Bartenders
- Cultivated best practice guidelines by providing leadership and direction to employees
- Compiling reports for daily, weekly and monthly targets – WIGs, Heartbeat, Post Mortem, KPIs, Appraisals, COM nominations, IDPs, Menu engineering, Forecasting
- Interviewing colleagues
- Managing cost by monitoring sales mix, wastage, breakages on weekly and monthly basis's
- Dealing with complaints in a professional manner with a successful outcome in a very fast paced and busy environment
- Vast profile guest knowledge and recognition
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Mint restaurant Qatar (Italian Restaurant)

Service Supervisor,

November 2005,2007-

- Supervise and coordinate in kitchen and dining area cleaning activities.
- Resolve Guest complaints regarding food service.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Record production, operational, and personnel data on specified forms.
- Develop equipment maintenance schedules and arrange for repairs.

Samira Mis Hotel

Captain

Damascus, Syria

June 2003 to 2005-

- Monitoring & ensuring F&B service operations are running smoothly.
- Organizing duty roster of service staff.
- Cost control, inventory, Training.
- Maintaining SOP for quality.
- Able to introduce innovative ideas for generating targeted sale.
- Guest interaction, menu planning.
- Addressing guest requirement and reaching to them.

Personal Details

- Nationality: Syrian
- Gender: Male
- Marital Status: married

Educational Background & Achievements

- Middle Education Basic Education Certificate
- Secondary School High School Certificate
- Syrian University Bachelor of Hotel and Tourism Certificate
- Fairmont Dubai Academy Certificate
- Cost Control 2017

Computer Skills

- Profession in computer programs
- Profession with Microsoft Office programs (Word-Excel-PowerPoint)
- Micros symphony
- Oasys & Gantnar (Time In & Out)
- FMC & ADACO
- Opera PMS
- Avero & Net View
- Hotsos , MSN & Oracle

Achieved Awards

- Employee of the month January 2014
- (Best Experimental Restaurant) 2015
- (Best Dining Experience) 2016
- Restaurant Team of The Year Short List 2018

Language

- Arabic: Mother language.
- English: Fluent (Reading, Writing & Speaking).

Reference

- **Nizar al Sadi**
F&B Director

Emirates palace Hotel

- **Mohamad Al Bloshi**
Asst F&B Director
Emirates palace Hotel